

**MINUTES**

**PATIENT PARTICIPATION MEETING**

Date of meeting:  13th June 2022   Time: 5pm

Location of meeting: Teams

Attendees: AT, SH & LH, RLC, CB, Kelly Richardson PCN, IC, KCP PCN & Lisa Cropley

Chair: Debbie Forbes Hughes, Practice Manager

1. Introduction of members incl. Care Coordinators

Debbie introduced Kelly Richardson a Care-coordinator employed by the PCN. She explained that Kelly is working closely with our practice over 3 days a week. Kelly is one of 7 Care co-ordinators from the PCN working in different practices. Debbie went onto explain that the PCN (primary care network) is the localities of Practices such as North have come together to be a network. Kelly gave an insight of her role with our practice and Debbie went onto inform us of the targets we are setting out to achieve such as gathering data for the ethnicity groups, smoking status, learning disabilities, and identifying where gaps are with regards to services we could provide. Audrey asked if Kelly took over from Paul Burton, she was informed that Cheryl Kelly has taken over from Paul and she is Kelly’s line manager.

1. Minutes of previous meeting

Minutes discussed at beginning of the meeting

1. Patient Feedback

Debbie asked if there anyone would like to share any feedback. Anne talked about issues she had today with regards to the telephone, she was waiting in queue and then it cut out. Debbie thanked Anne for her feedback and stated an action point from this will be to report this information back to the telephone company. Rhiannon also stated the difficulty sometimes getting through on the telephone and said as she is local it is quicker for her to walk into the practice instead. Debbie acknowledged and informed every one of the current statuses with regards to workforce as the practice has lost some staff to retirement, recruitment was and remains underway and that they can appreciate that the recruitment exercise takes time. We are aware of the need for increase of capacity with calls in a morning and have increased our incoming lines to assist with this.

We did recently recruit 3 new members of staff but unfortunately one has left but we are back into recruitment again. We have put call logging in other offices on the telephones so the managers can see how many people are in the queue, management are trying to support the team by monitoring this and helping but as everyone can appreciate Mondays are very busy.

Debbie discussed the new system we have started where patients can book appointments and have queries answered electronically, this is available via the website. Informed this is a phased approach to include and advertise as we do not want to overwhelm the staff at this time but once we are more settled and embedded this will be opened.

Christine asked that when you are 5 in queue is there a way you can you request a call back on telephone system? Informed unfortunately no but the new electronic system is the way forward for that.

Audrey said the practice is brilliant compared to others she has been registered with, Debbie thanked her for the positive feedback and will ensure to share this with the whole team. Audrey also asked when will we getting back to face to face meetings? Informed that this will be soon but unfortunately just not had the opportunity to sort it out yet.

Karen joined the meeting and introduced herself as another Care co-ordinator with another practice and that some of her focus is working with the PPG. Karen stated that she wants to organise a pool of people who would be happy to help by giving their views and opinions to complete surveys with regards to gathering information of what services the PPG would like to see. It was agreed by all the PPG member on the meeting that Debbie was permitted to share their information to Karen for her to get in touch with them.

Christine shared her view with regards to attending sites of DVH, she would prefer to attend the Bentley site than any of the other sites as she lives closer to Bentley but did give positive feedback about visiting another site when she attended. It was noted that we do try to accommodate each patient individually with this and are aware of travel issue for patients and in doing so we are/do look at the demand of clinicians at each site however sometimes this may not be feasible if needing to be seen the same day. Audrey informed us of how much taxi fares are for her each visit she makes to the Bentley site and that unfortunately she does not have anyone who can help with her travel arrangements. Audrey also went on to say that she was aware of patient who needed to travel to another site with her autistic child as there was no clinicians available, Debbie asked Audrey to ask this person to get int ouch with us about it. Anne asked if there were a system where younger people can run older people to other sites for their appointments and she was informed that we do not have this service, but we did look at transport when we merged, and Debbie said there is a service for this and will source and share this information and Karen could also to Look into this for the PPG.

1. Extended Access

Information given to everyone of what days/times & sites of our current extended access of before 8am and after 6pm:

Tuesdays 7.30am & 7.30pm at Bentley

Wednesdays 7.30pm at Sprotbrough & Scawthorpe

Thursdays 7.30am at Bentley

Extended Access is also being looked at as a network. There is a good uptake for early mornings for blood tests, and later appointments for workers. Within our social media we do have a survey for patients to give feedback for the extended access, we would like to use these platforms for gathering the information know to what patients are wanting. Debbie encouraged all if on social media to friend Don Valley Healthcare and look at the information we post and share from the CCG and PCN. For those PPG members who do not have or use social media Debbie said she would send out information by email.

Audrey mentioned a good site called ICS (integrated community service) and advised others to look for information.

Kelly shared the Facebook link in chat box to DVH.

Please see below that link:

https://www.facebook.com/donvalleyhealthcare/

Keep everyone posted.

1. **Bentley new build Architect plans**

Images of the new building were shown to everyone by Debbie. Debbie informed the group the internal plans may change and that plans have been submitted to DMBC so are available in the public domain.

Audrey asked if there was space for social gatherings such as having a cup of tea/coffee. Debbie explained that there is not enough space but this had been considered. Debbie reminded everyone of the other venues we have in our village such as Myplace, Pavillion and other community settings where group gatherings are already taking place within our community.

Any other business

No other items were discussed

Next meeting

Monday 5 September 5pm, face to face if possible